prime massage therapy

massage new zealand

12th September 2022

COVID-19 Protocols

This policy is in accordance with current Ministry of Health guidelines and recommendations. The COVID-19 Protection Framework ended on Monday, 12th September at 11.59 pm.

Isolation
You must still isolate for 7 days if you have COVID-19. Please cancel your appointment if you test positive or are feeling unwell.

Household Contacts no longer need to isolate for 7 days. If you live with someone who tests positive for COVID-19, we recommend you:

- take a rapid antigen test (RAT) each day for 5 days and if you test positive please cancel your appointment and isolate for 7 days
- avoid contact with the person who has COVID-19.

Bookings: we only accept pre-booked appointments (no walk-ins). Appointment times are spaced out to allow extra time for cleaning, ventilation and avoid client-to-client contact.

Hygiene: as usual, all linen will be replaced between clients and the massage table surfaces will be sanitised, as well as all used surfaces in the clinic. The toilet facility will be available for clients and staff only and sanitised after use. Hand sanitiser and/or hand washing facilities will be available on-site. Please bring your own water. PayWave is available on-site.

Mask wearing is no longer a requirement. If you prefer to wear a mask during the treatment then please do so. If you would like the therapist to wear a mask then please discuss this before your appointment or on arrival.

ON ARRIVAL: Please do not arrive early for your appointment as there is no waiting area. If you are running late, please inform us, so we can potentially alter your appointment time or reschedule. We may have to shorten your session time.

Cancellation policy: if you are feeling unwell or need to isolate and cancel your appointment with less than 24 hours' notice, you will not be charged a fee. If you are feeling well and forget to come to your appointment then full fees apply.

Thank you for your cooperation.